Implementer Learning Paths
Business Continuity Management (BCM)
Implementer Learning Path
Customer Service Management (CSM)

Implementer

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

Additional Recommended
- Communities Fundamentals, Administration and Implementation (On Demand)
- CSM with Service Management for BPCs (On Demand)
- CSM with Service Management for Implementers (On Demand)
- Advanced Work Assignment (On Demand)
- Agent Workspace Fundamentals (On Demand)
- Agent Workspace Implementation (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand)
- Proactive Customer Service Operations Overview (On Demand)
- Proactive Customer Service Operations Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Get Started with Now Create (On Demand)

CSM Fundamentals (2-days ILT)
CSM Implementation (2-days ILT)

CIS-CSM Voucher

CIS-CSM Test Prep (On Demand)

Ongoing Delta testing

CSM Professional
Required to achieve “Professional”
- CIS-CSM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent (On Demand)

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Additional Acronyms
BPC: Business Process Consultants
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam
Implementer Learning Path

**DevOps**

- ServiceNow Fundamentals (3-days ILT)
  - OR -
  - ServiceNow Fundamentals (On Demand)

- ServiceNow Platform Implementation (3-days ILT)

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Get Started with Now Create (On Demand)

DevOps Fundamentals and Implementation Coming Q1’21

Performance Analytics Essentials (On Demand)

DevOps Assessment Simulator to achieve Early Adapter Recognition Coming Q1’21

Suggested Reading

- The Phoenix Project: A Novel about IT, DevOps, and Helping Your Business Win by Gene Kim
- The Unicorn Project: A Novel about Developers, Digital Disruptions, and Thriving in the Age of Data by Gene Kim

**Additional Recommended**

- Automated Test Framework (ATF) Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Integration Hub Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)
- Agile 2.0 Fundamentals (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

**Additional Acronyms**

- ILT: Instructor-led Training

**Mainline Certification**

- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)
- ServiceNow Fundamentals (On Demand)
- ServiceNow Platform Implementation (On Demand)

**Flow Designer Fundamentals** *(On Demand)*

ITSM Fundamentals (2-day ILT)

Flow Designer Fundamentals (On Demand)

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Implementer Learning Path
Field Service Management (FSM)

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

**Additional Acronyms**
- CIS: Certified Implementation Specialist
- FSM: Field Service Management
- ILT: Instructor-led Training

**FSM Related Additional Recommended:**
- CIS-FSM Test Prep (On Demand)
- Get Started with Field Service Mobile (On Demand)
- Planned Maintenance for Field Service (On Demand)
- Planned Maintenance Infographic (On Demand)

**Additional Recommended**
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Performance Analytics Fundamentals (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)
- Mobile Development Fundamentals (On Demand)
Implementer Learning Path
Governance, Risk & Compliance (GRC)

Select Product Line
- GRC Fundamentals (2-days ILT)
- Risk & Compliance (RC) Implementation (2-days ILT) CIS-RC Voucher
- Audit Management Implementation (On Demand)
- GRC Simulator
- CIS-RC Test Prep (On Demand)

Select Product Line
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- IITSM
- Now Intelligence
- Now Platform
- SecOps

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Knowledge Management Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
Implementer Learning Path
Human Resources Service Delivery (HRSD)

Select Product Line
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

CIS - HR

HRSD Professional
Required to achieve ‘Professional’
- CIS-HR
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)

HRSD Enterprise
Required to achieve ‘Enterprise’
- CIS-HR
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)
- Lifecycle Events (On Demand)

Additional Recommended
- Configuring HR Integrations (On Demand)
- Performance Analytics Fundamentals (2-days ILT)
- Performance Analytics Advanced (2-days ILT)
- Service Portal Fundamentals (2-days ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path
IT Asset Management (ITAM)

Select Product Line
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Implementer

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Platform Implementation (3-days ILT)

Get Started with Now Create (On Demand)

Additional Recommended
- SAM: Integration with SCCM for Reclamation and Distribution (On Demand)
- Discovery Basics for SAM (On Demand)
- Entitlement Import Basics for SAM (On Demand)
- Software Asset Management Getting Started (On Demand)
- Software Asset Management Reconciliation Troubleshooting (On Demand)
- Software Normalization for Software Asset Management (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

Hardware Asset Management (HAM) Fundamentals (3-days ILT) CIS-SAM Voucher
Hardware Asset Management (HAM) Fundamentals Simulator

CIS-SAM (Coming Dec '20)
Ongoing Delta testing

CIS-HAM
Ongoing Delta testing

Software Asset Management (SAM) Fundamentals (3-days ILT) CIS-SAM Voucher
Software Asset Management (SAM) Implementation Simulator

Ongoing Delta testing

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
SCCM: Microsoft System Center Configuration Manager
Implementer Learning Path
IT Business Management (ITBM)

**Select Product Line**
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

**Get Started with Now Create (On Demand)**

**Additional Recommended**
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)
- Investment Funding* (On Demand) *PPM Only

**Mainline certification questions are sourced from all courses between the product line selection and the exam.**

**Additional Acronyms**
- APM: Application Portfolio Management
- CIS: Certified Implementation Specialist
- ILT: Instructor-led Training
- PPM: Project Portfolio Management

*Delta testing*
Implementer Learning Path

IT Operations Management (ITOM)

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Additional Recommended
- Discovery Fundamentals (3-days ILT)
- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)
- CMDB Fundamentals (On Demand or ILT)

Additional Recommended
- Event Mgmt (EM) Fundamentals (2-days ILT)
- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)
- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)

Additional Recommended
- Service Mapping (SM) Fundamentals (3-days ILT)
- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)
- CSDM Fundamentals (On Demand)

Additional Recommended
- Cloud Mgmt (CM) Fundamentals (3-days ILT)
- CSDM Fundamentals (On Demand)
- ServiceNow Subscription Model (On Demand)
- Cloud Mgmt (CM) Fundamentals (3-days ILT)

Additional Recommended
- Cloud Mgmt (CM) Advanced (3-days ILT)
- CSDM Fundamentals (On Demand)
- Service Data Model (CSDM) Fundamentals
- ServiceNow Subscription Model (On Demand)

Additional Recommended
- CMDB Fundamentals (On Demand or ILT)
- CSDM Fundamentals (On Demand)

Additional Acronyms
- CIS: Certified Implementation Specialist
- CMDB: Configuration Management Database
- CSDM: Common Services Data Model
- ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
Implementer Learning Path

IT Service Management (ITSM)

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM

ServiceNow Fundamentals
(3-days ILT)
- OR -
ServiceNow Fundamentals
(On Demand)

- ServiceNow Platform Implementation
(3-days ILT)

Get Started with Now Create
(On Demand)

ITSM Fundamentals
(2-days ILT)

ITSM Implementation
(3-days ILT)

CIS-ITSM Voucher

CIS-ITSM

ITSM Professional
Required to achieve ‘Professional’

- CIS-ITSM
- Predictive Intelligence (On Demand)
- Performance Analytics Essentials (On Demand)
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding (On Demand)

Additional Recommended

- Knowledge Management Fundamentals (On Demand)
- Major Incident Management (On Demand)
- CIS-ITSM Test Prep (On Demand)
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-days ILT)
- ServiceNow Subscription Model (On Demand)

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.

Get Started with Now Create (On Demand)

ServiceNow Platform Implementation (3-days ILT)

ServiceNow Fundamentals
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ServiceNow Platform Implementation
(3-days ILT)

ServiceNow Fundamentals
(On Demand)
Implementer Learning Path

Now Intelligence

Virtual Agent Fundamentals, Implementation & Natural Language Understanding (On Demand)

Virtual Agent MC Simulator

Virtual Agent Integrations (On Demand)

Virtual Agent Advanced Topics Series:
- Surveys
- Keyword to NLU
- VA Analytics

Performance Analytics Fundamentals (2-days ILT)

Performance Analytics Widgets (On Demand)

Formula Indicators (On Demand)

Performance Analytics Advanced (2-days ILT)

PA Implementation Simulator

CAS-PA

Ongoing Delta testing

Select Product Line

- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Get Started with Now Create (On Demand)

Get Started with Artificial Intelligence (On Demand)

Predictive Intelligence Fundamentals and Implementation (On Demand)

Performance Analytics Essentials (On Demand)

Performance Analytics Fundamentals (2-days ILT)

KPI Composer Overview (On Demand)

Responsive Dashboards Overview (On Demand)

Hands on practice with the application including implementation experience

Additional Recommended
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

ServiceNow Platform Implementation (3-days ILT)

ServiceNow Fundamentals (On Demand)

- OR -

ServiceNow Fundamentals (3-days ILT)

CAS-PA

Ongoing Delta testing

Additional Acronyms

CIS: Certified Implementation Specialist
ILT: Instructor-led Training

Mainline certification questions are sourced from all courses between the product line selection and the exam.

* Additional Recommended
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)
Additional Acronyms
CAD: Certified Application Developer
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Recommended
- CAD Test Prep
- Mobile Development Fundamentals
- Performance Analytics Essentials
- Service Portal Fundamentals (2-day ILT)
- Service Portal Advanced (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals
- Configuration Management Database (CMDB) Fundamentals
- ServiceNow Subscription Model

Scripting in ServiceNow Fundamentals (3-days ILT)

Select Product Line
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- SecOps

Service Now Platform Implementation (3-days ILT)

 implementing platform

Get Started with ServiceNow Platform Implementation (3-days ILT)

App Engine
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Application Development Fundamentals (3-days ILT)
- CAD Voucher
- IntegrationHub Fundamentals (On Demand)
- CAD
- Ongoing Delta testing

Service Provider
- Service Provider Implementer (On Demand)
  - Domain Separation Basics
  - Domain Separation Configuration
  - Service Provider Architecture
  - Domain Separation Implementation
  - Domain Separation Troubleshooting
- CIS-SP Voucher
- CIS-SP
- Ongoing Delta testing

Additional Recommended Certifications
- CIS-CSM
- CIS-ITSM
- CIS-CM (ITOM)
- CIS-Disco (ITOM)
- CIS-EM (ITOM)
- CIS-SM (ITOM)
Implementer Learning Path
Security Operations (SecOps)

Select Product Line
- BCM
- CSM
- DevOps
- FSM
- GRC
- HRSD
- ITAM
- ITBM
- ITOM
- ITSM
- Now Intelligence
- Now Platform
- ServiceNow Fundamentals (3-days ILT)
- ServiceNow Platform Implementation (3-days ILT)
- ServiceNow Fundamentals (On Demand)
- Security Operations Fundamentals (2-days ILT)
- Security Incident Response (SIR) Implementation (2-days ILT) CIS-SIR Voucher
- Vulnerability Response (VR) Implementation (2-days ILT) CIS-VR Voucher
- CIS-SIR
- CIS-VR
- Ongoing Delta testing

Additional Recommended
- Automated Test Framework (ATF) Fundamentals (On Demand)
- Flow Designer Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)
- Mobile Development Fundamentals (On Demand)
- Service Portal Fundamentals (2-day ILT)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- ServiceNow Subscription Model (On Demand)

Get Started with Now Create (On Demand)

Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training

* Mainline certification questions are sourced from all courses between the product line selection and the exam.
System Administrator Learning Path
System Administrator Learning Path

**Ongoing**
- Delta testing

**Certified System Administrator (CSA)**
- System Administration Fundamentals (On Demand)
- System Administration Advanced (2-days ILT)
- ServiceNow Subscription Model (On Demand)
- Subscription Management Overview (On Demand)
- ServiceNow Upgrade Essentials (On Demand)
  - Upgrade Skipped Records
  - Automated Test Framework (ATF) Fundamentals
  - Using Debug Upgrade

**Additional Recommended**
- CSA Test Prep (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- Performance Analytics Essentials (On Demand)
- Scripting in ServiceNow Fundamentals (3-day ILT)
- Application Development Fundamentals (3-day ILT)
- Upgrade Center Overview (On Demand)

**Fundamentals and Implementation**
- Classes as products are activated in your instance

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Developer Learning Paths
Application Developer Learning Path
No-Code Developer

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Fundamentals (On Demand)

No-Code Application Development (On Demand)
Application Developer Learning Path
Low/Pro-Code Developer

*Mainline certification questions are sourced from all courses between the product line selection and the exam.*

**Additional Acronyms**

ILT: Instructor-led Training

**Micro-Certification**

- Automated Test Framework (ATF) Fundamentals (On Demand)

**Application**

- Scripting in ServiceNow Fundamentals (3-days ILT)
- Application Development Fundamentals (3-days ILT) **CAD Voucher**
- Certified Application Developer (CAD)
- Ongoing Delta testing

**Integrations**

- Flow Designer Fundamentals (On Demand)
- IntegrationHub Fundamentals (On Demand)

**Additional Recommended**

- CAD Test Prep (On Demand)
- Common Service Data Model (CSDM) Fundamentals (On Demand)
- Configuration Management Database (CMDB) Fundamentals (On Demand or ILT)
- IntegrationHub Fundamentals (On Demand)
- Mobile Development Fundamentals (On Demand)
- Performance Analytics Essentials (On Demand)
- Service Portal Fundamentals (2-days ILT)
- Service Portal Advanced (2-days ILT)
- Subscription Model Management (On Demand)

**Developer**

- ServiceNow Fundamentals (3-days ILT)
  - OR –
  - ServiceNow Fundamentals (On Demand)

**Additional Recommended**

- Scripting in ServiceNow Fundamentals (3-days ILT)
- Application Development Fundamentals (3-days ILT)
Application Specialist Learning Paths
Application Specialist Learning Path
Performance Analytics (PA)

- ServiceNow Fundamentals (3-days ILT)
- Performance Analytics Essentials (On Demand)
- Responsive Dashboards Overview (On Demand)
- Performance Analytics Fundamentals (2-days ILT)
- Formula Indicators (On Demand)
- PA Implementation Simulator
- CAS-PA Voucher
- Hands on practice with the application including implementation experience
- Ongoing Delta testing
- Micro-Certification (MC)

*Mainline certification questions are sourced from all courses between the product line selection and the exam.

Additional Acronyms
CAS: Certified Application Specialist
ILT: Instructor-led Training
Application Specialist Learning Path
Service Portal

ServiceNow Fundamentals (3-days ILT)
- OR -
ServiceNow Fundamentals (On Demand)

Scripting in ServiceNow Fundamentals (3-days ILT)

Service Portal Fundamentals (2-days ILT)

Service Portal Advanced (2-days ILT)

Service Portal Simulator

Micro-Certification (MC)

Additional Recommended
- Enabling Syntax Editor Macros in the Widget Editor (On Demand)
- Creating Simple Search Facets in a Service Portal (On Demand)
- Creating Simple Search Sources in a Service Portal (On Demand)